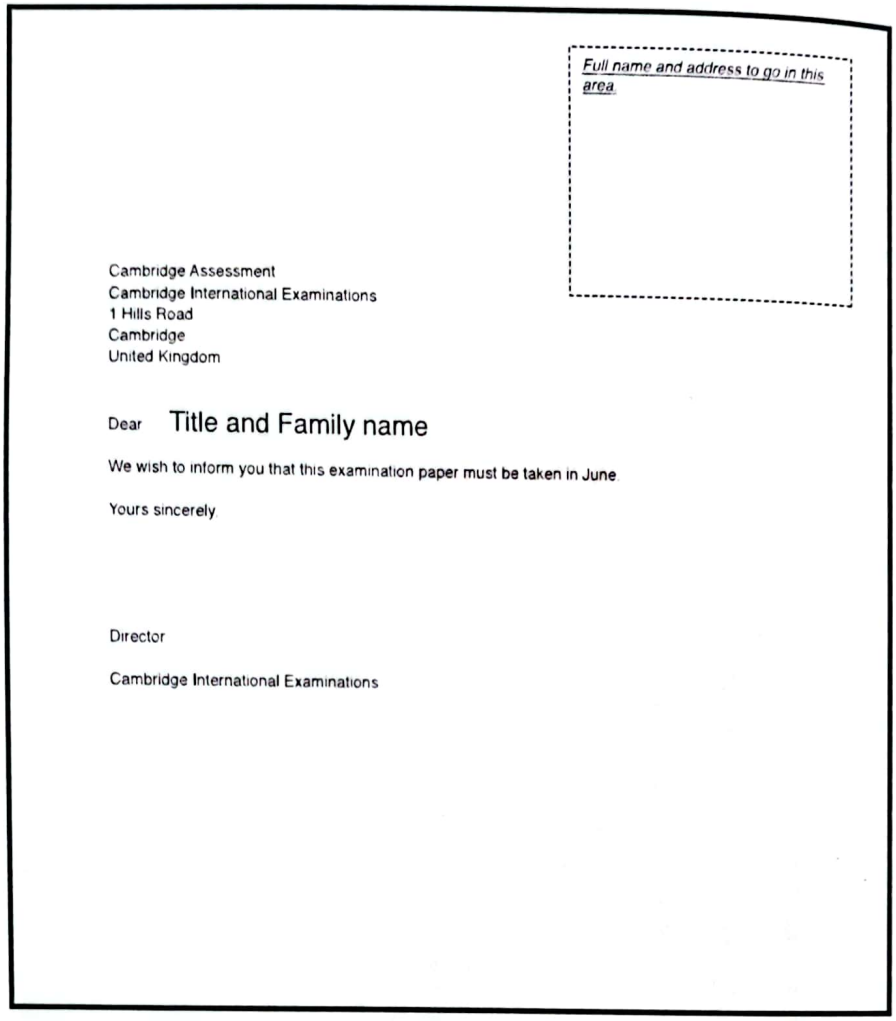
9626/32/M/J/17/Q5

1 An examination board uses mail merge to create letters to send to candidates by email.

The letter template showing the places to insert the candidate details is illustrated below:


Full name and address to go in this area
Cambridge Assessment
Cambridge International Examinations
1 Hills Road
Cambridge
United Kingdom
Dear Title and Family name
We wish to inform you that this examination paper must be taken in June.
Yours sincerely
Director
Cambridge International Examinations

Part of the data source of candidates is shown here:

Family name	First name	Title	Address line 1	Address line 2	City	ZIP/Postal code	Country	Email address
Smith	Harold	Mr	5 Duck Lane	Cherry Hinton	Cambridge	CB1 2FX	UK	harold@smith.co.uk
Bandhari	Chandrak	Mr	Tilak Nagar Rd		Lucknow	226004	India	chan@bandhari.in
Zhang	Jiao	Ms	Xinbei Rd	Miyun	Beijing	101500	China	jiao@zhang.cn
Johns	Helen	Mrs	PO Box 234	Palmerston Nth Central	Palmerston Nth	4412	New Zealand	Helen23@johns.nz

STUDENTS RESOURCE

CamScanner

(a) Explain how you would use the data given in the table to create the template shown.

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(b) Explain how you would produce the letters to all the candidates apart from those in New Zealand.

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STUDENTS RESOURCE

ALI AKRAM

CamScanner

9626/32/F/M/18/Q5

2 A global company has many managers in cities around the world. A mail merge document is being created to invite each manager to a training event.

The section of the data source file storing the managers' details for the mail merge is:

Invite?	Title	First Name	Family Name	Address1	Address2	City	Country	Postcode
Yes	Mr	Harold	Johnson	The Beeches	12a Bury St	Manchester	UK	M3 4EN
Yes	Mr	Ahmed	Molokya	El Gezira St	Dokki	Cairo	Egypt	12311
Yes	Ms	Rowena	Cobb	PO Box 27	Sunshine Drive	Auckland	New Zealand	1010
Yes	Mr	Vihann	Sardana	1257	SM Mandir	Mumbai	India	400083
No	Mr	Sam	Wick	4 The Avenue	Attwood	Hume	Australia	3000
Yes	Mrs	Rethebile	Pillay	127	Farnworth	Cape Town	South Africa	7760
Yes	Miss	Charlene	Foster	15 Stirling Highway	Melbourne Terrace	Melbourne	Australia	3205
No	Mr	Daniel	Cross	64 Cherry Rd	Hinton	Cambridge	UK	CB1 4EF

Managers in the UK and Egypt will be invited to the event in London while all others will be invited to the event in Hong Kong. Managers who are not being invited are marked as 'No' in the source file.

A first draft of the mail merge template for the letter is shown here:

<<Title>> <<Family Name>>
<<Address1>>
<<Address2>>
<<City>>
<<Country>>
<<Postcode>>

Dear <<Title>> <<Family Name>>

The company is holding a training event for you on 1 July 2019 in <<City>> and you are invited to attend.

All expenses for travel from your home city of <<City>> and accommodation at the meeting will be paid by the company.

Yours sincerely

Managing Director

STUDENTS RESOURCE

CamScanner

(a) Explain how the mail merge may be set up to create letters only to those who are invited.

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(b) Explain how the mail merge template, shown on page 8, must be altered to ensure that the managers who receive an invitation are asked to the correct event.

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STUDENTS RESOURCE

CamScanner

9626/31/M/J/18/Q1

3 A company stores details of its customers in a database which is to be used as the source file for a mail merge. A letter, created as the master document, is to be sent to all the customers by post or by email. The company prefers to send the letter by email. However, letters will be sent by post if the company does not have a current email address for the customer in its database.
Describe how a mail merge field in the master document can be set up to exclude those customers whose email address is not stored in the database.

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9626/31/M/J/20/Q7

4 When creating company documents for use in mail merge, staff must try to ensure that the documents are accurate and free of errors.
Describe the methods that could be used to eliminate errors when creating mail merge documents.

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STUDENTS RESOURCE

CamScanner